



Be Safe With Us

Ensuring the health and safety of our guests, colleagues and partners has always been a priority for us and part of our ongoing commitment to host and inspire meaningful connections.

Safe With Us is our hygiene and safety programme, which includes enhanced protocols that incorporate the recommendations of public health authorities and is aligned with recognised accreditation standards.

Read on to find out what you can expect when staying or interacting with us. We look forward to seeing you soon.

SAFE WITH US PROGRAMME

What it means for you

Now in place across all our properties, the Safe With Us programme represents our guarantee that a series of enhanced measures are in place to safeguard the health and safety of our guests, colleagues and partners. These safety standards are based on the recommendations of tourism and health authorities as well as industry best practices:

- World Travel & Tourism Council - Safe Travels Protocol
- Safe Work Australia
- Australian Government – Department of Health
- State Government Health bodies
- Industry Bodies – Australian Hotels Association, Accommodation Association of Australia
- Tourism Boards - Singapore Tourism Board





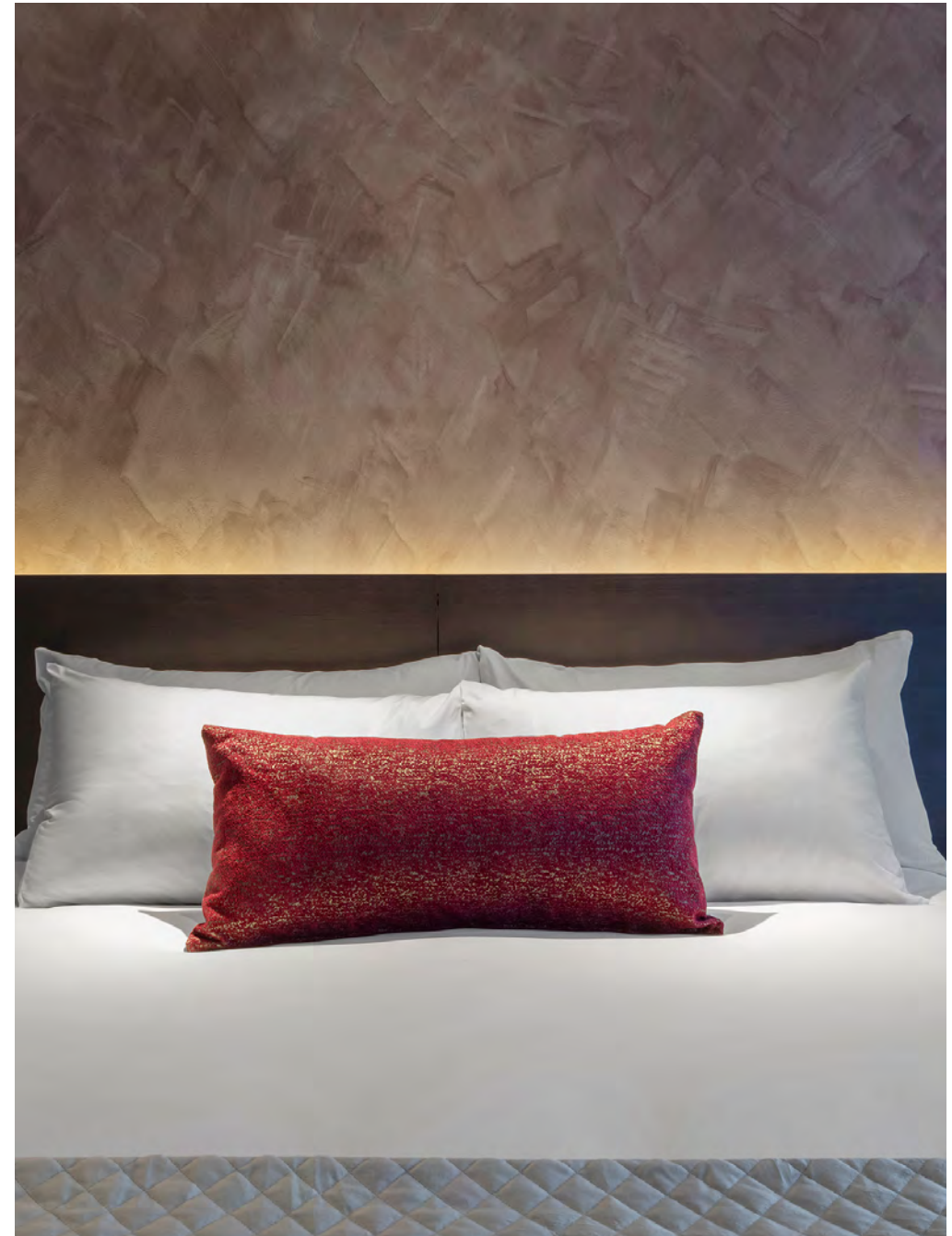
CLEANLINESS & HYGIENE

Strengthened and expanded cleanliness and hygiene protocols have been put in place across our properties to provide guests with even greater levels of protection.

GUEST ROOMS

- Increased frequency and rigour of cleaning and disinfection of both hard and soft surfaces including bedding, carpets and upholstery as well as high-touch items
- Use of digital technology and elimination of paper-based items to reduce contact with high-touch items
- New housekeeping checklist confirming cleanliness of items with safety seals for selected guest amenities.

Non-single use guest amenities will be made available only on request





CLEANLINESS & HYGIENE

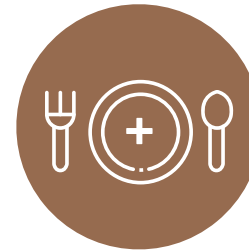
PUBLIC SPACES

- Increased frequency and rigour of cleaning and disinfection of reception and all high-touch zones including the lobby, toilets, lifts, soft furnishings, furniture, carpets and flooring
- Provision of hand sanitisers with clear signage in all key public spaces

FACILITIES

- Increased frequency and rigour of cleaning and disinfection of furniture, equipment and high-touch areas at gyms, pools and spas as well as increased provision of towels
- New hygiene practices prior to guests entering or using the facilities





FOOD SAFETY

All practices relating to Food and Beverage services across our properties are in compliance with government regulations and reopening requirements.

- Enhanced cleanliness and hygiene protocols
- Regular team training on all stages of food handling and equipment use
- All In Room Dining to be served in single use, environmentally friendly eco-packaging where available.
- All meals to be served to the table and elimination of self-service buffet with all hotels serving breakfast to order
- Minibars to be removed from all hotels and replaced with 24-hour room service for snacks and beverages (with no delivery charge)
- All hotels to offer 24-hour Grab & Go style outlets in the lobby



GUEST INTERACTIONS

To ensure that our guests continue to experience warm, welcoming and safe stays, we have rolled out across our properties new measures that support social distancing, enhanced guest services and contactless stays.

SOCIAL DISTANCING

- Government-stipulated social distancing measures will be adhered to in all public spaces, facilities, restaurants and bars with reconfigured seating, spacing and service flow
- New signage throughout our properties will advise guests of restrictions and recommended protocols to encourage social distancing

CONTACTLESS & LOW TOUCH STAY

- New contactless stay option enhances guest safety by leveraging digital technology and services to reduce physical contact
- Contactless delivery of food, beverages and amenities to guest rooms
- Contactless housekeeping available upon request





GUEST INTERACTIONS

GUEST SERVICES

- All luggage and the equipment used to move the luggage will be disinfected during storage and when the luggage is returned to guests
- Where valet parking is available, all touch points in a valet parked vehicle will be disinfected after parking and prior to being returned to the guest

TEMPERATURE CHECKS, TRAVEL DECLARATIONS & TRACING

- Temperature checks on arrival and departure for property colleagues, visitors and guests in countries where this is mandatory
- Guests must submit Health and Travel Declarations upon check-in and comply with all government regulated tracing requirements in countries where this is mandatory



COLLEAGUE SAFETY & TRAINING

To safeguard the well-being of our colleagues who ensure that all our operations align with industry best practices and recognised standards, we have enhanced our training and equipment.

- Enhanced colleague training and procedures for guest interaction, cleanliness and hygiene, and food handling
- Provision of additional personal protective equipment to ensure the safety of both our guests and colleagues
- Colleagues to wear facemasks and gloves in countries where this is mandatory



OUR SAFE WITH US PROGRAMME



**CLEANLINESS
& HYGIENE**



**GUEST
INTERACTIONS**



FOOD SAFETY



**COLLEAGUE
SAFETY & TRAINING**

For further information or inquiries, please visit nextstory.com/safe-with-us

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